

**From:** dr  
**To:** Microsoft ATR  
**Date:** 11/16/01 9:48pm  
**Subject:** ms case

Thank You for taking my email.

I wish to express my extreme displeasure with your handling of the Microsoft case. I have been working as a software developer for over twenty years and could not help but notice the monopolistic practices of the Microsoft corporation over the past several years, and in particular; in the past year or so.

To keep this letter brief, I can sum up all I want to say in that they (Microsoft), being the provider of the operating system, have total control of the operating system of nearly every personal computer sold in the world. It is very troublesome that not only have they used this operating system control to dominate the software industry, but now they are using their position to control internet service's such as isp's, email, portals, etc. as well. One just needs to purchase a personal computer and take notice, what software would you use; Wordperfect? Lotus? Netscape? Java or Linux? I think one would use all Microsoft. What internet services would one use; Yahoo? Excite? CNN? ABCNEWS? A local ISP? All these software vendors and services can not compete with Microsoft when the user is continuously "herded" to Microsoft software and service. It is not that the superior level of perfection that Microsoft software and service has reached that drives this use; it is pure dominance of the industry. Just look at the countless security flaws in their (Microsoft) software that have been revealed over the past few years. Do you think that business and personal users would tolerate such inferior products if they had any idea that they had a choice? My personal experience with dealing Microsoft software, as a developer, is that I constantly have to "program around" Microsoft problems and "road blocks". Microsoft makes it very difficult for software other than their own to work on their platform. This makes any standardization, that would be extremely beneficial to the software industry, difficult to implement as long as Microsoft controls the desktop.

David Robertson